



98-671

**AT&T Relay Services**

**Annual Summary of Consumer  
Complaints**

**June 29, 2000 - May 31, 2001**

RECEIVED



Peter H. Jacoby  
General Attorney

JUL - 2 2001

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Room 1134L2  
295 North Maple Avenue  
Basking Ridge, NJ 07920  
908 221-4243  
FAX 908 221-4490  
EMAIL jacobyp@att.com

July 2, 2001

Magalie Roman Salas  
Secretary  
Federal Communications Commission  
445 Twelfth Street, S.W. TW-A325  
Washington, D.C. 20554

Re: CC Docket No. 98-67

Dear Ms. Salas:

Pursuant to the Commission's June 6, 2001 Public Notice (DA 01-1341), AT&T Corp. ("AT&T") is submitting to you an original and four (4) copies of a summary of its logs of consumer complaints alleging a violation of federal minimum standards with respect to telecommunications relay service ("TRS") received by AT&T for period from June 29, 2000 through May 31, 2001.

Additionally, one copy of this material and a set of diskettes with the contents in electronic form are being submitted concurrently to the Commission's copy contractor, International Transcription Service ("ITS") and to the Disability Rights office of the Commission's Consumer Information Bureau (Attention: Jenifer Simpson).

Please stamp and return the accompanying copy of this letter provided for that purpose.

Very truly yours,

*Peter H. Jacoby /ha*

Enclosures:

Original and four copies of summary  
Duplicate letter

cc: ITS (copy of summary and diskettes)  
Jenifer Simpson (copy of summary and diskettes)

No. of Copies rec'd  
List ABCDE

*04 if*

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 29, 2000 through May 31, 2001  
Complaint Summary by Category

	2000							2001					
Transparency		1	2			1		2		1		1	8
Confidentiality													0
Verbatim		3	1	1	3	5	6	2	6	9	4	3	43
Typing Issues	1	3	4	2	4	2	2		5	5	3	2	33
In Call Replacement		1		2		2	1					1	7
Answer Performance	3	11	8	7	6	4	6	13	3	9	5	6	81
Gender Accommodation													0
Total	4	19	15	12	13	14	15	17	14	24	12	13	172

**Note:**

1. June 2000 complaints reported beginning June 29, 2000.

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 29, 2000 through May 31, 2001

	2000							2001					
Alabama	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	1	0	0	0	0	0	1	0	1	0	0	3
TTY	0	4	3	2	0	2	1	1	0	2	3	0	18
TOTAL	0	5	3	2	0	2	1	2	0	3	3	0	21
Delaware	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
Georgia	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	1	1	0	1	0	0	3
TTY	0	2	0	0	1	2	0	0	0	2	0	1	8
TOTAL	0	2	0	0	1	2	1	1	0	3	0	1	11
Maine	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	1	0	0	0	0	0	0	0	1
TTY	0	0	0	0	2	0	1	1	0	1	0	0	5
TOTAL	0	0	0	0	3	0	1	1	0	1	0	0	6
Mississippi	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	2	2
TTY	0	1	0	0	1	2	4	3	1	4	0	0	16
TOTAL	0	1	0	0	1	2	4	3	1	4	0	2	18
New Jersey	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	1	1	0	0	0	0	1	0	0	3
TTY	0	1	2	2	1	3	1	1	3	2	4	3	23
TOTAL	0	1	2	3	2	3	1	1	3	3	4	3	26
Pennsylvania	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	1	0	0	0	0	0	0	1	0	1	3
TTY	0	2	1	1	0	2	1	1	0	1	0	1	10
TOTAL	0	2	2	1	0	2	1	1	0	2	0	2	13
Puerto Rico	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	1	0	0	0	0	1
TTY	0	0	0	1	0	0	0	0	0	0	0	0	1
TOTAL	0	0	0	1	0	0	0	1	0	0	0	0	2
Rhode Island	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	1	0	1
TTY	1	1	2	0	0	0	2	0	1	1	0	0	8
TOTAL	1	1	2	0	0	0	2	0	1	1	1	0	9

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 29, 2000 through May 31, 2001

continued

<b>Tennessee</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>TOTAL</b>
VOICE	0	1	0	0	0	0	0	1	0	0	0	0	2
TTY	1	2	2	1	0	0	1	1	0	1	1	0	10
<b>TOTAL</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>12</b>
<b>Vermont</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>TOTAL</b>
VOICE	0	0	0	1	0	0	0	0	0	0	0	0	1
TTY	0	0	0	1	0	0	0	0	0	0	0	1	2
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>Virgin Islands</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>TOTAL</b>
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Virginia</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>TOTAL</b>
VOICE	0	0	0	1	0	0	0	1	0	0	0	0	2
TTY	2	0	0	0	3	0	0	3	2	3	1	1	15
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>17</b>
<b>Wash, D.C.</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>TOTAL</b>
VOICE	0	0	0	0	0	0	0	0	0	0	0	1	1
TTY	0	0	0	0	0	0	0	0	0	2	0	1	3
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>
<b>West Virginia</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>TOTAL</b>
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	1	0	0	0	0	1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Other</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>TOTAL</b>
VOICE	0	0	1	0	0	1	0	0	2	0	0	0	4
TTY	0	4	3	1	3	2	3	0	5	1	2	1	25
<b>TOTAL</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>29</b>
<b>VOICE</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>27</b>
<b>TTY</b>	<b>4</b>	<b>17</b>	<b>13</b>	<b>9</b>	<b>11</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>12</b>	<b>20</b>	<b>11</b>	<b>9</b>	<b>145</b>
<b>TOTAL</b>	<b>4</b>	<b>19</b>	<b>15</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>17</b>	<b>14</b>	<b>24</b>	<b>12</b>	<b>13</b>	<b>172</b>

**Note:**

1. June 2000 complaints reported beginning June 29, 2000.
2. Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted state combined
3. ALL Combined totals all complaints from all reported state services and AT&T Other

JUN 2000

**ALABAMA RELAY SERVICE**  
**June, 2000**

**COMPLAINTS**  
Descriptions of Complaints

**NOTHING TO REPORT.**

# **DELAWARE RELAY SERVICE**

## **June, 2000**

**COMPLAINTS**  
**Descriptions of Complaints**

**NOTHING TO REPORT.**



# **GEORGIA RELAY SERVICE**

## **June, 2000**

**COMPLAINTS**  
**Descriptions of Complaints**

**NOTHING TO REPORT.**

**MAINE RELAY SERVICE**  
**June, 2000**

**COMPLAINTS**  
**Descriptions of Complaints**

**NOTHING TO REPORT.**

**MISSISSIPPI RELAY SERVICE**  
**June, 2000**

**COMPLAINTS**  
**Descriptions of Complaints**

**NOTHING TO REPORT.**

# **NEW JERSEY RELAY SERVICE**

## **June, 2000**

**COMPLAINTS**  
**Descriptions of Complaints**

**NOTHING TO REPORT.**

# **NON-AT&T STATE RELAY SERVICE**

## **June, 2000**

**COMPLAINTS**  
**Description of Complaints**

**NOTHING TO REPORT.**

**PENNSYLVANIA RELAY SERVICE**  
**June, 2000**

**COMPLAINTS**  
**Descriptions of Complaints**

**NOTHING TO REPORT.**

**PUERTO RICO RELAY SERVICE**  
**June, 2000**

**COMPLAINTS**  
Description of Complaints

**NOTHING TO REPORT.**

# **RHODE ISLAND RELAY SERVICE**

## **June, 2000**

### **COMPLAINTS**

#### **Descriptions of Complaints**

**TTY**      **June 30, 2000**

The customer complained of having to wait too long for a CA to come on line.

**Escalation:** Received via the Relay Customer Service line, and handled by the National Customer Care Center.

**Resolution:** Apologized for any inconvenience, and ensured the customer had the toll-free TTY number for Rhode Island Relay.

**Contact Closed:** June 30, 2000



# **TENNESSEE RELAY SERVICE**

**June, 2000**

## **COMPLAINTS**

### **Descriptions of Complaints**

**TTY      June 30, 2000**

The caller complained about having to wait for a CA to place his call.

**Escalation:** Received and handled by the National Relay Center, New Castle.

**Resolution:** Apologized and explained that we are busier during certain times of the day.

**Contact Closed:** June 30, 2000

# **VERMONT RELAY SERVICE**

## **June, 2000**

**COMPLAINTS**  
**Descriptions of Complaints**

**NOTHING TO REPORT.**

**VIRGIN ISLANDS RELAY SERVICE**  
**June, 2000**

**COMPLAINTS**  
Descriptions of Complaints

**NOTHING TO REPORT.**

# **VIRGINIA RELAY SERVICE**

## **June, 2000**

### **COMPLAINTS**

#### **Descriptions of Complaints**

##### **TTY June 29, 2000**

The customer said that the CA typed terribly during his/her call.

**Escalation:** Received by the Virginia Relay Center, and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer for any inconvenience and thanked them for letting us know.

**Contact Closed:** July 04, 2000

##### **TTY June 29, 2000**

The customer complained about the long wait to reach a CA to place his call.

**Escalation:** Received by the Virginia Relay Center, and handled by the resource manager.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** July 24, 2000

**WASHINGTON, D.C. RELAY SERVICE**  
**June, 2000**

**COMPLAINTS**  
**Descriptions of Complaints**

**NOTHING TO REPORT.**

**WEST VIRGINIA RELAY SERVICE**  
**June, 2000**

**COMPLAINTS**  
**Descriptions of Complaints**

**NOTHING TO REPORT.**